

# Consumer Notice

## AS A BUYER OF A MANUFACTURED HOME, YOU HAVE CERTAIN PROTECTIONS UNDER STATE AND FEDERAL LAW.

- North Carolina law provides you with a one-year warranty from the date of delivery of your new home. If you experience warranty-related issues during this 12-month time period you should contact the dealer that sold you the home. All issues should be presented in writing.
- Your salesperson and set-up contractor must be licensed and are regulated by the North Carolina Manufactured Housing Board. The Board's duties include addressing consumer complaints.
- As with any purchase, there are certain buyer responsibilities concerning homeowner maintenance. Buyers should carefully review their owner's manual and perform proper home maintenance and care. Alterations or modifications to the home may affect warranty coverage. Before altering or modifying your home consult your dealer.
- You must be provided a copy of the purchase agreement at the time of the deposit and sale.
- The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. North Carolina Department of Insurance, Office of State Fire Marshal, Manufactured Building Division is the State Administrative Agency and has a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled "Dispute Resolution Process" and "Additional Information - HUD Manufactured Home Dispute Resolution Program" in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturer's, or any other person's, warranty program.

**For further assistance or to make a consumer complaint, contact:**

**The Manufactured Building Division  
of the NC Department of Insurance toll free at:**

**1-800-587-2716**

or write to the:

**MANUFACTURED HOUSING BOARD  
North Carolina Department of Insurance**

Manufactured Building Division  
1202 Mail Service Center  
Raleigh, NC 27699-1202

Signing below confirms that the dealer has provided to the buyer a copy of this Notice of Consumer Rights and a copy of the Owner's Manual for the buyer's new home. This document contains important information about your protections under state and federal law, and you should keep a copy with your important papers.

Buyer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Buyer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date: \_\_\_\_\_